

# Boarding & Cleaning Monthly Backlog Codes & Regulations



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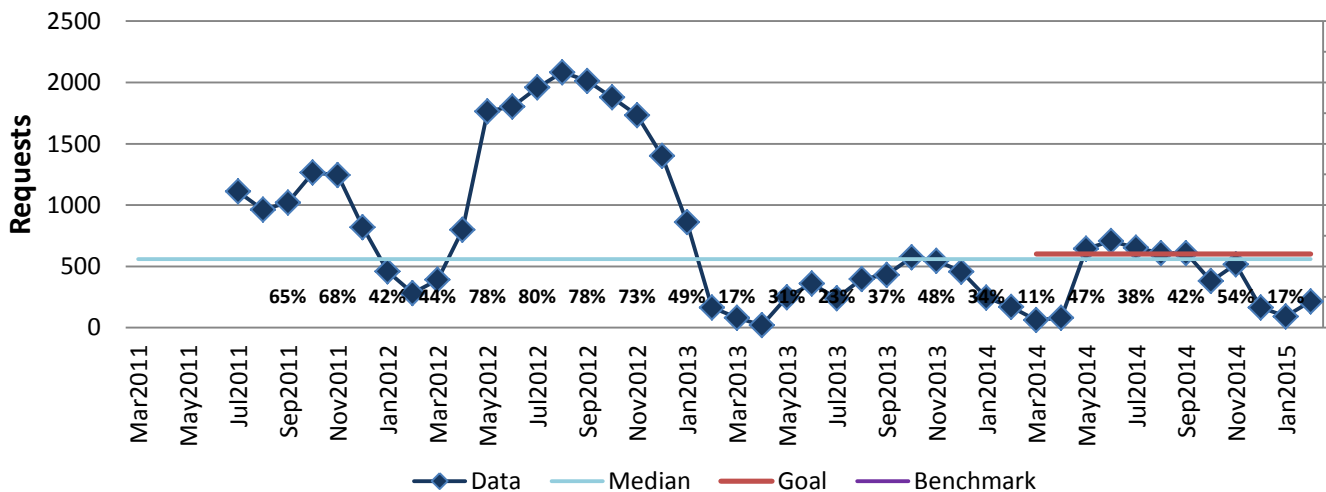
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning & cutting cases in a month  Benchmark: TBD	Data Source: Hansen  Goal Source: Department Strategic Plan  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The number of service requests open at the end of each month  Why Measure: Helps quantify the challenge of dealing with neighborhood blight  Next Improvement Step:

## How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
<b>7,200</b>	<b>4,724</b>		<b>600</b>	<b>214</b>	
Requests	Requests		Requests	Requests	

## Boarding & Cleaning Monthly Backlog



Root cause analysis is not necessary because there is no gap between the goal and current performance.